

Coco Beauty Clinic Terms and conditions.

Appointments

1. The Services which We offer are only available by appointment. You may book an appointment by email, using our online booking service, in person at the salon or via telephone;
2. Your request for a booking for an appointment will be an offer, but whether We accept any booking will be for Us to decide in Our discretion. Only when We tell You that We accept Your request for a particular appointment, will there be a binding contract between You and Us. If You wish to make a booking for two or more appointments by means a single booking and in Our discretion, we accept that booking, our contract with You will be for all the appointments concerned;
3. When You book an appointment, we may require You to pay Us a booking fee which is non refundable.
4. We will not reserve or guarantee any particular date and/or time which You request for any Services unless You book an appointment for that time/date;
5. If You know You are going to be late for an appointment, You should contact Us to tell Us. If You arrive later than 15 minutes after an appointment time, We will try to provide the Services You have booked but if We decide that We cannot, the appointment will be treated as cancelled without notice.
6. You may cancel an appointment without 50% charge if You give Us at least 48 hours prior notice of the cancellation.
7. If You do not give Us at least 48 hours prior notice of cancellation of an appointment, We will be entitled to charge You for any net financial loss that We suffer due to Your cancellation but not more than 50% of the full price of the appointment. We will be entitled to deduct that charge from any sum (including, but not limited to any booking fee/deposit) You paid in advance.
8. If, due to exceptional circumstances including, but not limited to, illness, accidents and bereavement, You cancel an appointment without giving Us at least 48 hours prior notice, We will consider the circumstances and in Our discretion decide whether to waive any charge for late cancellation that We are entitled to make under sub-Clauses 2.5 and 2.7;
9. We may cancel an appointment booked by You at any time before the time and date of that appointment in the following circumstances:

- The required personnel and/or required materials necessary for the provision of the Services are not available; or
- An event outside of Our reasonable control continues for more than 1 hour; or
- We find that you are not a “Consumer” (as defined in Clause 1 above);

If We cancel an appointment in such circumstances We will refund to You in full any booking fee or other advance payment that You have made to Us for that appointment;

10. We will use all reasonable endeavours to start the Services at the appointment time which You have booked, but the start may be delayed by overrun of a previous appointment or by other circumstances. If a delay to the start is at least 30 minutes, or, if at any time before or after You arrive for an appointment We notify You that there will be a delay of at least that time, You may cancel the appointment and We will refund to You in full any booking fee/deposit or other advance payment that You have made to Us for that appointment; and

11. Where the contract We make with You is not made on Our premises, the Regulations give You the rights set out in this sub-Clause 2.11, and they will be in addition to the rights given to You by the above provisions of this Clause 2. You may for any reason cancel a booking during the 14 day period after We accept that booking, but if the booking includes any appointment(s) on a date which is before the end of that period, and if You have expressly requested Us to provide any Services at that or those appointment(s) and We do so, You may not cancel that or those requested appointment(s) and You must pay for them in accordance with Clause 3, and You may only cancel any other appointment(s) covered by that booking. If You request that Your booking be cancelled, You must confirm this in any way convenient to You. If You cancel as allowed by this Sub-clause 2.11, and You have already made any payment(s) to Us for the booking, We will refund the payment(s) to You within 14 days of receiving Your cancellation less the amount due for the appointment(s) covered by that booking that You have attended.

12 In case You reschedule your appointment booking fee will be forwarded to a new date but only once. If you reschedule your appointment more than once you will lose the booking fee and you will have to pay it again when making another appointment.

Fees and Payment

1. You must pay in accordance with Our Price List for all Services and/or Products on completion of those that We have fully and correctly provided to You and at the time of Your order;

2. You may pay Us for Services and/or Products (and for any booking fee/deposit or other advance payment on account of that payment) using any of the following methods:

- credit or debit card ;

- cash ;
 - bank transfer ; or
 - gift voucher ;
3. We may alter Our prices without prior notice, but if the price of any Services increases between the time when You book an appointment and the date of the appointment, the price increase will not apply to Your appointment for those Services on that date.

Gift Vouchers

1. Gift vouchers are available from www.cocobeautyclinic.com or the clinic reception.
- 2 Gift vouchers are available in multiples of £50 AND/OR for specific treatments.
- 3 Gift vouchers are valid for the period specified on the gift voucher.
- 4 Gift vouchers may be redeemed only for treatments or products which We provide at the Salon and may not be redeemed partly or wholly for cash.
- 5 Gift vouchers cannot be used to buy another voucher.

Events Outside of Our Control

1. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control (a 'Force Majeure Event').
- 2 Our performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues, and We will have an extension of time for performance for the duration of that period. We will use Our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which Our obligations under the Contract may be performed despite the Force Majeure Event.

Changes to Terms and Conditions

We may from time to time change these Terms and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such change.

How We Use Your Personal Information (Data Protection)

All personal information that We may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation (“GDPR”) and Your rights under the GDPR. For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of Your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our Privacy Policy.

We comply with ICO regulation:

Organisation name: Coco Beauty Clinic Ltd

Reference: ZB005112

Complaints

We always welcome feedback from Our customers and, whilst We always use all reasonable endeavours to ensure that Your experience as a customer of Ours is a positive one, We nevertheless want to hear from You if You have any cause for complaint. If You have any complaint about Our Services or any other complaint about the Salon or any of Our staff, please raise the matter with the owner who can be contacted at the clinic or email info@cocobeautyclinic.com